

1-800-301-1868
Foster Parent & Caregiver Support Line
Frequently Asked Questions
For Foster Parents & Relative Caregivers

1. Question:

What is the number for the Foster Parent & Caregiver Support Line?

Answer:

The Foster Parent & Caregiver Support Line phone number is: **1-800-301-1868.**

2. Question:

What is the Foster Parent & Caregiver Support Line?

Answer:

Children's Administration appreciates the commitment and dedication of foster parents and relative caregivers. We realize that caring for children in need can be challenging and that foster parents and relatives sometimes need a helping hand. The Foster Parent & Caregiver Support Line is a help line that foster parents and relative caregivers can access when they are in crisis. Crisis line workers will be able to listen and offer advice about how to manage children with emotional or behavioral problems. The support line operates after business hours, when social workers and foster care licensors are not available.

3. Question:

Who can call the Foster Parent & Caregiver Support Line?

Answer:

Foster parents licensed by the Division of Licensed Resources and relatives authorized to care for dependent children can call the Foster Parent & Caregiver Support Line for help. Foster parents licensed by private agencies should call their agency's on-call staff for help.

4. Question:

When can I call the Foster Parent & Caregiver Support Line?

Answer:

The support line will be available to foster parents/relative caregivers starting June 1, 2005. You can call the support line 4:30pm – 8:00am Monday through Friday, and anytime on weekends and holidays.

5. Question:

Who is going to answer the Foster Parent & Caregiver Support Line?

Answer:

The Foster Parent & Caregiver Support Line will be answered by social workers who have been trained to respond to caregivers in crisis.

6. **Question:**
What kinds of issues can I get help with when I call the Foster Parent & Caregiver Support Line?
- Answer:**
The Foster Parent & Caregiver Support Line will help you with issues that can't wait until the next business day. A few examples of problems the social worker answering the phone can help you with include: trouble-shooting behavioral problems, what to do in medical or mental health emergencies, and helping to access resources such as short-term emergency child care.
7. **Question:**
When I call the Foster Parent & Caregiver Support Line, will someone come to my home?
- Answer:**
The Foster Parent & Caregiver Support Line provides help over the telephone. However, if a child needs to be placed in a different home, the social worker answering the phone will call an after-hours social worker in your area to find a new home for the child.
8. **Question:**
What if I call the Foster Parent & Caregiver Support Line about a child's medical or mental health emergency?
- Answer:**
The social worker answering the phone will help you to determine whether to call 911 or if you should take the child to the hospital. The social worker will offer support to you while you wait for emergency personnel to arrive. If you have problems getting medical help because you don't have a medical coupon, the social worker can talk to medical personnel to assure them that the child is eligible for medical coupons. The social worker answering the call will alert the child's social worker to let them know that the child had a medical or mental health emergency.
9. **Question:**
What will happen if I call the Foster Parent & Caregiver Support Line with questions that don't need an immediate answer, like school or payment issues?
- Answer:**
The Foster Parent & Caregiver Support Line does not replace the child's social worker or your licensor. When you call about routine child-related or payment issues, you will be asked to call the child's social worker the next business day. The person answering the phone will offer to let the child's social worker know that you have questions and ask them to contact you. When you call about routine licensing issues, you will be asked to call your licensor the following business day.

10. Question:

What will happen if I call the Foster Parent & Caregiver Support Line during business hours?

Answer:

If you call the Foster Parent & Caregiver Support Line during business hours, the person answering the phone will connect you to your local office for assistance.

11. Question:

What if I call the Foster Parent & Caregiver Support Line because I need a child removed from my home?

Answer:

If a child needs to be placed in another home because you have a medical or family emergency, or because the child's behavior is placing people in your home at risk, the social worker will call an after-hours social worker in your area to arrange for placement.

If you need a child removed from your home due to a child's behavior, the social worker answering the Foster Parent & Caregiver Support Line will first work with you to resolve the behavioral issues. The person answering the phone will let the child's social worker know that you need additional support. If there is still a need to remove the child from the placement, an after-hours social worker in your area will be contacted to arrange for placement.

12. Question:

How will the child's social worker and/or my licensor know that I called the crisis line, so they can follow-up with me?

Answer:

If you want follow-up help, the social worker answering the Foster Parent & Caregiver Support Line will send an e-mail to the child's social worker and, if you are a foster parent, your licensor to let them know. The social worker answering the support line will also make a note in the child's file, which will alert the child's social worker to follow up with you.